

**CLAIMS**

What is claimed is:

- 5 1. A method for managing an on hold call comprising:  
receiving a call at a call center from a caller;  
10 placing said call on hold in a hold queue until a  
representative of said call center is available to answer said  
call; and  
15 offering an incentive to said caller to transfer said call  
to an expert while said call is on hold in said hold queue  
waiting for said representative, such that use of said expert is  
promoted.
2. The method for managing said on hold call according to claim  
1, wherein said expert is at least one from among a freelance  
20 expert, a query group expert, and an emergency group expert.
3. The method for managing said on hold call according to claim  
1, further comprising:  
25 responsive to detecting said call at the top of said hold  
queue, notifying said caller of an availability of said  
representative.

*nothing more*

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A 4. The method for managing said on hold call according to claim 1, wherein said incentive comprises at least one from among an adjustment in position within said hold queue, a financial incentive, a rewards points incentive, and a time incentive.

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5. A system for managing an on hold call comprising:

a call center comprising a hold queue;

10 means for receiving a call at said call center from a caller;

15 means for placing said call on hold in said hold queue until a representative of said call center is available to answer said call; and

20 means for offering an incentive to said caller to transfer said call to an expert while said call is on hold in said hold queue waiting for said representative, such that use of said expert is promoted.

6. The system for managing said on hold call according to claim 5, wherein said expert is at least one from among a freelance expert, a query group expert, and an emergency group expert.

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7. The system for managing said on hold call according to claim  
5, further comprising:

means responsive to detecting said call at the top of said  
5 hold queue, for notifying said caller of an availability of said  
representative.

8. The system for managing said on hold call according to claim  
5, wherein said incentive comprises at least one from among an  
adjustment in position within said hold queue, a financial  
incentive, a rewards points incentive, and a time incentive.

9. A computer program product for managing an on hold call,  
said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for detecting a  
call received at a call center from a caller;

means, recorded on said recording medium, for controlling  
placement of said call on hold in a hold queue until a  
representative of said call center is available to answer said  
call; and

means, recorded on said recording medium, for offering an  
incentive to said caller to transfer said call to an expert while  
said call is on hold in said hold queue waiting for said  
representative.

A 10. The computer program product for managing said on hold call according to claim 9, further comprising:

5 means, recorded on said recording medium, for notifying said caller of an availability of said representative when said caller reaches the top of said hold queue.

11. A method for managing a plurality of experts comprising:

10 12. transferring a call on hold in a hold queue to an expert system;

15 responsive to detecting an answer at said expert system, requiring authentication of an identity a party answering said call; and

20 responsive to said authenticated identity matching an expected expert identity, connecting said call to said expected expert, such that said expected expert is required to provide said authenticated identity to provide service to said call from said hold queue.

25 12. The method for managing a plurality of experts according to claim 11, wherein transferring a call further comprises:

responsive to a request by a caller of said call to speak with said expected expert, transferring said call to said expert system.

13. The method for managing a plurality of experts according to  
claim 11, wherein said requiring authentication of an identity  
5 further comprises:

requesting an audio input from a callee providing said  
answer at said expert system;

10 identifying an identifier from said audio input;

verifying said audio input with said identifier according to  
stored voice samples for said identifier;

15 transferring said identifier and an expert profile  
associated with said identifier as said authenticated identity of  
said expected expert.

14. The method for managing a plurality of experts according to  
20 claim 11, wherein said expected expert is one of a plurality of  
experts meeting a particular criteria.

25 15. The method for managing a plurality of experts according to  
claim 11, wherein said expected expert is one of a plurality of  
experts accessible via said expert system.

16. The method for managing a plurality of experts according to  
claim 11, wherein said expected expert is another caller  
currently on hold in said hold queue.

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17. The method for managing a plurality of experts according to claim 11, further comprising:

5 performing said authentication of said identity in a switching network performing the connection of said call between said hold queue and said expert system.

10 18. The method for managing a plurality of experts according to claim 11, further comprising:

15 performing said authentication of said identity in said expert system.

20 19. The method for managing a plurality of experts according to claim 11, further comprising:

25 performing said authentication of said identity in a call center housing said hold queue.

20 20. The method for managing a plurality of experts according to claim 11, further comprising:

25 performing said authentication of said identity at a third party authentication service server accessible via a network connected to said hold queue.

21. A system for managing a plurality of experts comprising:

a call center comprising a hold queue;

5 means for transferring a call on hold in a hold queue to an expert system;

10 means responsive to detecting an answer at said expert system, for requiring authentication of an identity a party answering said call; and

15 means responsive to said authenticated identity matching an expected expert identity, for connecting said call to said expected expert, such that said expected expert is required to provide said authenticated identity to provide service to said call from said hold queue.

20 22. The system for managing a plurality of experts according to claim 21, wherein said means for transferring a call further comprises:

means responsive to a request by a caller of said call to speak with said expected expert, for transferring said call to said expert system.

23. The system for managing a plurality of experts according to claim 21, wherein said means for requiring authentication of an identity further comprises:

5 means for requesting an audio input from a callee providing said answer at said expert system;

means for identifying an identifier from said audio input;

10 means for verifying said audio input with said identifier according to stored voice samples for said identifier;

15 means for transferring said identifier and an expert profile associated with said identifier as said authenticated identity of said expected expert.

24. The system for managing a plurality of experts according to claim 21, wherein said expected expert is one of a plurality of experts meeting a particular criteria.

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25. The system for managing a plurality of experts according to claim 21, wherein said expected expert is one of a plurality of experts accessible via said expert system.

25 26. The system for managing a plurality of experts according to claim 21, wherein said expected expert is another caller currently on hold in said hold queue.

27. The system for managing a plurality of experts according to claim 21, further comprising:

means for performing said authentication of said identity in  
5 a switching network performing the connection of said call between said hold queue and said expert system.

28. The system for managing a plurality of experts according to claim 21, further comprising:

means for performing said authentication of said identity in  
said expert system.

29. The system for managing a plurality of experts according to claim 21, further comprising:

means for performing said authentication of said identity in  
a call center housing said hold queue.

20 30. The system for managing a plurality of experts according to claim 21, further comprising:

means for performing said authentication of said identity at  
a third party authentication service server accessible via a  
25 network connected to said hold queue.

31. A computer program product for managing a plurality of experts comprising:

a recording medium;

5 means, recorded on said recording medium, for controlling transfer of a call on hold in a hold queue to an expert system;

10 means, recorded on said recording medium, for requiring authentication of an identity a party answering said transferred call; and

means, recorded on said recording medium, for connecting said call to said expert system responsive to said authenticated identity matching an expected expert identity.

15 32. The computer program product for managing a plurality of experts according to claim 31, further comprising:

20 means, recorded on said recording medium, for controlling transfer of said call to said expert system according to a request by said caller to speak with said expected expert.

33. The computer program product for managing a plurality of experts according to claim 31, further comprising:

means, recorded on said recording medium, for requesting an audio input from a callee providing said answer at said expert system;

means, recorded on said recording medium, for identifying an identifier from said audio input;

means, recorded on said recording medium, for verifying said audio input with said identifier according to stored voice samples for said identifier;

means, recorded on said recording medium, for transferring said identifier and an expert profile associated with said identifier as said authenticated identity of said expected expert.

20 34. The computer program product for managing a plurality of experts according to claim 31, further comprising:

means, recorded on said recording medium, for performing said authentication of said identity in a switching network performing the connection of said call between said hold queue and said expert system.

35. The computer program product for managing a plurality of experts according to claim 31, further comprising:

means, recorded on said recording medium, for performing  
5 said authentication of said identity in said expert system.

36. The computer program product for managing a plurality of experts according to claim 31, further comprising:

10 means, recorded on said recording medium, for performing  
said authentication of said identity in a call center housing  
said hold queue.

15 37. The computer program product for managing a plurality of experts according to claim 31, further comprising:

means, recorded on said recording medium, for performing  
said authentication of said identity at a third party  
authentication service server accessible via a network connected  
to said hold queue.